

Frequently Asked Questions

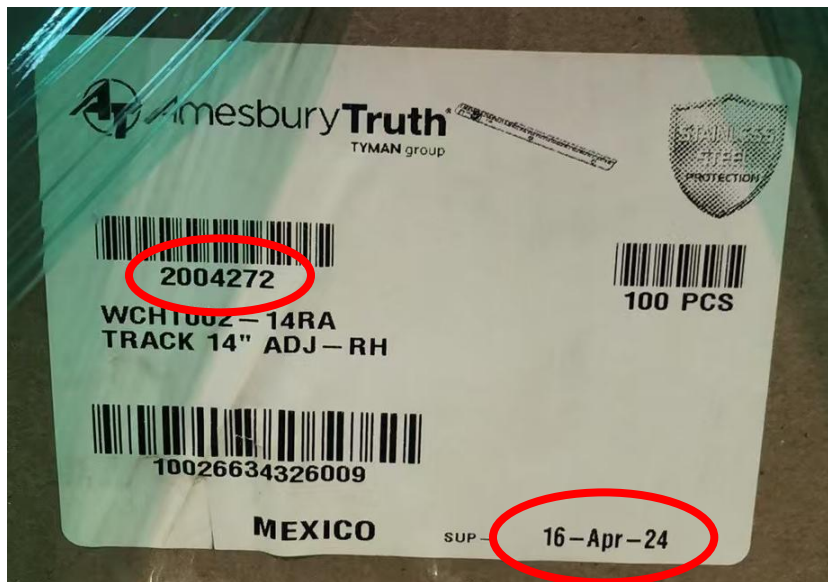
What is AmesburyTruth recalling and why?

Ashland left and right hand 10” and 14” 2 bar casement hinge tracks installed in windows to allow the windows to be cranked opened and closed. The casement window hinge tracks include parts numbers 2003558, 2003559, 2004271 and 2004272. These products can be identified by locating R10, L10, R14 or L14 located on the face of the casement window hinge track. These hinge tracks were manufactured and sold to residential and commercial window manufacturers in boxes dated April 2024 through December 2024.

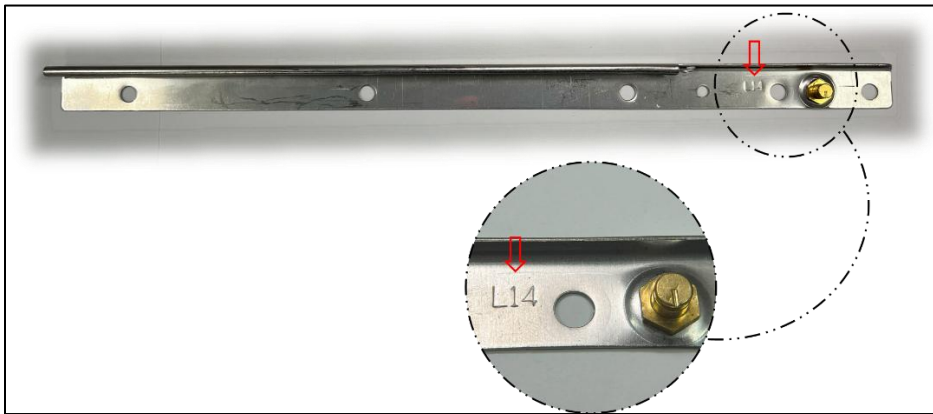
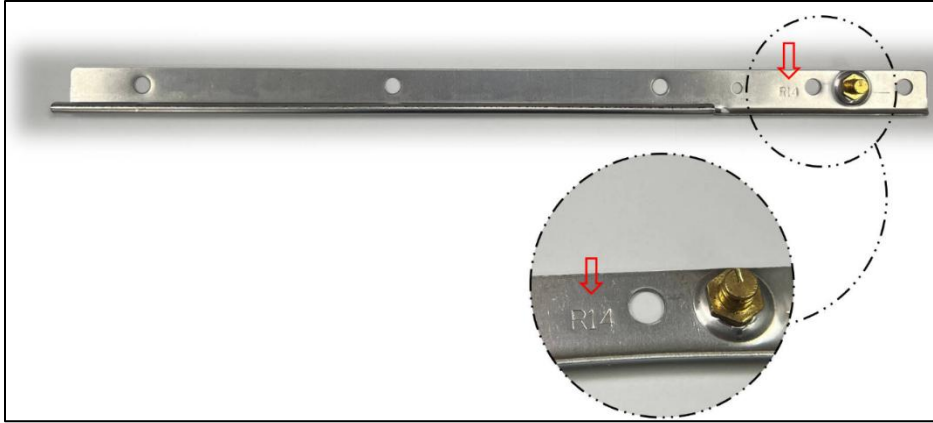
The metal sliding arm can disengage from the hinge track causing the window sash to fall, posing an impact injury hazard to consumers.

As a manufacturer, how will I know if my inventory is potentially affected?

Potentially affected packaged inventory can be identified by finding the part number on the box along with the manufactured date code. Part numbers affected are 2003558, 2003559, 2004271 and 2004272 with manufactured date codes between 01-Apr-24 and 31-Dec-24.



If inventory is no longer in its original packaging, affected hinge tracks can be identified by the “R14” or “L14” stamping shown (10” hinge tracks will have “R10” or “L10” in similar location). Please contact AmesburyTruth for further guidance to determine if any non-packaged product is in specification or out of specification.



As a manufacturer, what should I do with the affected product?

Manufacturers and service providers should immediately stop using the affected casement window hinge tracks and contact AmesburyTruth to coordinate a free window inspection by a professional who will install free replacement hinge tracks for those found to be out of specification. For window hinge tracks found to be out of specification, window manufacturers and service providers should quarantine, and return them to AmesburyTruth using the RMA process. Do not destroy out of specification casement window hinge tracks.

As a manufacturer, how soon can I expect replacement inventory of the recalled hinge tracks?

AmesburyTruth will replace the recalled hinge tracks via the normal RMA process. We are actively building and shipping replacement product now.

As a homeowner, how can I identify if my window is affected?

You will receive notification from your window manufacturer or AmesburyTruth if your window(s) are affected by this recall.

Is the CPSC forcing you to recall the products?

AmesburyTruth raised the issue with the CPSC (Consumer Product Safety Commission) and is voluntarily recalling affected products as a precautionary measure.

What is the CPSC recommendation to consumers to avoid injuries?

Unless there is an emergency that requires egress through that window, windows that are subject to recall should remain closed and locked until inspected and/or repaired, free of charge to you, by a service technician designated by your window manufacturer or AmesburyTruth to make the repair.

Have there been any injuries?

No, there have not been any reported injuries to date.

Have you stopped shipping the product?

AmesburyTruth stopped shipment of all products subject to the recall. AmesburyTruth has remedied the situation as of December 31, 2024.

When will you resume shipping?

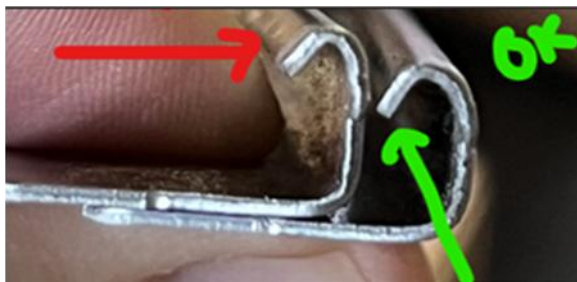
Shipping has resumed with manufacturing date codes on boxes January 1, 2025 and later.

Can you provide assurance that the replacement product is safe?

We have inspected all replacement hinge tracks, and all are found to be within specification.

What happened to cause the issue?

Affected hinge tracks were manufactured with an out-of-tolerance curl height due to a stamping tool issue. Tooling adjustments have been made to correct this issue moving forward.



Can I continue to use my window?

Unless there is an emergency that requires egress through that window, please keep the affected windows closed and locked.

As a homeowner, how soon can I expect a replacement of the recalled hinge tracks?

Once you have been notified by your window manufacturer or AmesburyTruth that your windows are affected, you will then be contacted by a service team to schedule the inspection and/or repair.

As a homeowner, do I need to be home when the work is being done or can it be completed from the exterior while I am away?

The hinge replacement work will require access to the home's interior, so someone at least 18 years old must be present to allow entry to the home and access to the affected units at the scheduled appointment date/time.